

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 151514		X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____		X3) DATE SURVEY COMPLETED 06/15/2012	
NAME OF PROVIDER OR SUPPLIER ANGELS OF MERCY HOSPICE				STREET ADDRESS, CITY, STATE, ZIP CODE 511 E 4TH ST STE 111 HUNTINGBURG, IN 47542			
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)			ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)		(X5) COMPLETION DATE
L0000	<p>This was a federal and state hospice complaint investigation survey.</p> <p>Complaint #: IN00108164; Substantiated, federal and state deficiencies related to the allegation are cited.</p> <p>Facility #: 005816</p> <p>Survey Dates: 6-13-12, 6-14-12, 6-15-12, and 6-18-12</p> <p>Medicaid Vendor #: 200845180FW</p> <p>Surveyor: Vicki Harmon, RN, PHNS</p> <p>Quality Review: Joyce Elder, MSN, BSN, RN June 26, 2012</p>			L0000			

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (see instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

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L0544	<p>418.56(b) PLAN OF CARE</p> <p>The hospice must ensure that each patient and the primary care giver(s) receive education and training provided by the hospice as appropriate to their responsibilities for the care and services identified in the plan of care.</p> <p>Based on clinical record and hospice policy review and interview, the hospice failed to ensure plans of care identified the care and services the patient and/or caregivers would be responsible for and failed to include plans for education and training related to the patient and/or caregiver responsibilities in 11 (#s 1 through 11) of 11 records reviewed.</p> <p>The findings include:</p> <p>1. The hospice's undated "Plan of Care" policy number PFC.P15 states, "Members of the interdisciplinary team provide education and training to the patient/caregiver as appropriate to the care and services identified in the patient's plan of care."</p> <p>The hospice's undated "Patient/Caregiver Education" policy number CES.P15 states, "Patients / caregivers are provided with written and verbal education and information as appropriate and needed."</p>	L0544	<p>The Director of Nursing will inservice and educate staff on documenting content of Plan of Care, specifically those interventions providing education/training to patients and primary caregivers of their responsibilities for the care and responsibilities identified in the Plan of Care. 100 % of admissions will be reviewed. The Director of Nursing will be responsible for monitoring these corrective actions ensuring the deficiency is corrected and will not recur.</p>	07/18/2012			

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	<p>2. Clinical record number 1 identified the patient was a resident of a skilled nursing facility (SNF) and included a plan of care dated 5-3-12. The plan of care failed to identify SNF caregiver responsibilities related to the hospice care and services that were to be provided and failed to provide for the education and training of the SNF staff related to those responsibilities.</p> <p>3. Clinical record number 2 identified the patient was a resident of a SNF and included a plan of care dated 6-7-12. The plan of care failed to identify SNF caregiver responsibilities related to the hospice care and services that were to be provided and failed to provide for the education and training of the SNF staff related to those responsibilities.</p> <p>4. Clinical record number 3 included a plan of care dated 6-1-11. The plan of care failed to identify patient and/or caregiver responsibilities related to the hospice care and services that were to be provided and failed to provide for the education and training of the patient and/or caregiver related to those responsibilities.</p> <p>5. Clinical record number 4 identified the patient was a resident of a SNF and included a plan of care dated 9-1-11. The</p>			

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	<p>plan of care failed to identify SNF caregiver responsibilities related to the hospice care and services that were to be provided and failed to provide for the education and training of the SNF staff related to those responsibilities.</p> <p>6. Clinical record number 5 included a plan of care dated 10-5-11. The plan of care failed to identify patient and/or caregiver responsibilities and failed to provide for the education and training of the patient and/or caregiver related to those responsibilities.</p> <p>7. Clinical record number 6 included a plan of care dated 1-10-12. The plan of care failed to identify patient and/or caregiver responsibilities and failed to provide for the education and training of the patient and/or caregiver related to those responsibilities.</p> <p>8. Clinical record number 7 included a plan of care dated 2-1-12. The plan of care failed to identify patient and/or caregiver responsibilities and failed to provide for the education and training of the patient and/or caregiver related to those responsibilities.</p> <p>9. Clinical record number 8 included a plan of care dated 1-26-12. The plan of care failed to identify patient and/or</p>			

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	<p>caregiver responsibilities and failed to provide for the education and training of the patient and/or caregiver related to those responsibilities.</p> <p>10. Clinical record number 9 included a plan of care dated 4-19-12. The plan of care failed to identify patient and/or caregiver responsibilities and failed to provide for the education and training of the patient and/or caregiver related to those responsibilities.</p> <p>11. Clinical record number 10 included a plan of care dated 3-6-12. The plan of care failed to identify patient and/or caregiver responsibilities and failed to provide for the education and training of the patient and/or caregiver related to those responsibilities.</p> <p>12. Clinical record number 11 included a plan of care dated 3-20-12. The plan of care failed to identify patient and/or caregiver responsibilities and failed to provide for the education and training of the patient and/or caregiver related to those responsibilities.</p> <p>13. The hospice director, employee B, indicated, on 6-15-12 at 11:35 AM Central Time, plans of care did not specify if SNF staff or patients or their caregivers would be responsible for some</p>			

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	interventions on the plan of care and did not provide for education and training of the caregivers if needed.			